

R.E.A.C.H.



ST VINCENT'S
PRIVATE COMMUNITY
HOSPITAL
GRIFFITH

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

At St Vincent's Private Community Hospital Griffith we are committed to providing exceptional patient centred care in partnership with you and loved ones.

The R.E.A.C.H. escalation process, provides a structure which enables you or your family to raise concerns about any worrying change in your condition while in hospital.

HOW DOES R.E.A.C.H. WORK? YOU NOTICE A WORRYING CHANGE IN YOUR, OR YOUR LOVED ONE'S CONDITION.

1 TALK TO YOUR NURSE ABOUT YOUR CONCERNS.

If still concerned

2 ASK TO SEE THE NURSE UNIT MANAGER OR TEAM LEADER TO ASSIST IN ESCALATING YOUR CARE.

If still concerned

3 CALL 069668444 ON THE BEDSIDE PHONE. A SENIOR CLINICIAN WILL LISTEN TO AND RESPOND TO YOUR CONCERNS.